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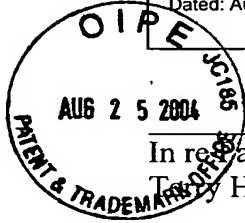
I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as First Class Mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: August 23, 2004

Signature: _____

(Keith R. Jarosik)

Docket No.: 29516/38347
(PATENT)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Terry Hamer

Application No.: 10/675,431

Confirmation No.: 6194

Filed: September 30, 2003

Art Unit: 2171

For: MANAGING CHANGES IN A
RELATIONSHIP MANAGEMENT SYSTEM

Examiner: Not Yet Assigned

STATUS INQUIRY

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

It is respectfully requested that the attorney named below be advised of the status of the above-identified application. Please advise us of when we might expect to receive an Office Action from the Patent and Trademark Office.

Dated: August 23, 2004

Respectfully submitted,

By _____

Keith R. Jarosik

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